

**Department of Mental Health and Addiction Services
Evaluation, Quality Management, and Improvement Division**

Data Quality Review FAQ

Q: Our agency received a request from your division for a data quality visit. What is this?

A: The Evaluation, Quality Management, and Improvement (EQMI) Division began reviewing each PNP starting in the fall of 2005. The goal of this is for us to become familiar with each provider and their unique data situation. We wish to determine a baseline level of quality so we can know what can be improved for the provider and for the DMHAS network as a whole.

Q: Why did you choose us for a visit?

A: EQMI is reviewing every DMHAS funded PNP, so please do not feel that we are singling you out. We want to establish collaborative relationships with all DMHAS providers, and the data quality visit is one of many tools that we use to do this.

Q: How long is this visit going to take?

A: Data quality review visits typically take just 1-2 hours. We are not conducting a full audit of your agency, but just reviewing the quality of your agency's data as submitted to DMHAS.

Q: Who should be involved in a data quality review on the provider end?

A: We ask that the CEO/director (or her/his representative), as well as any person(s) responsible for data entry and submission, be present. We generally leave these decisions up to the provider.

Q: Who is invited on the DMHAS end?

A: The EQMI staff person typically invites the DMHAS regional manager and relevant LMHA staff as a courtesy. Their attendance at these meetings is optional, but they always receive copies of the reports produced as a result of the review. Additional EQMI staff may accompany the lead reviewer as well.

Q: What do we have to do to prepare for one of these visits?

A: Typically, you will not have to prepare anything unless you feel that there are particular items you wish to discuss. The reviewer will prepare a preliminary data quality report, covering a number of data topics, and will use this report to drive the agenda of the meeting. In some cases, the reviewer may email or fax information to key participants ahead of the meeting.

Q: What happens during the meeting?

A: An EQMI staff person will go over the results of her/his review with provider staff present. Please refer to the Data Quality Visit Template document (in the appendix) for more information about the review contents.

Q: Can we bring up other data quality issues or concerns that haven't been addressed?

A: Of course, please do! We want to work together to improve the data quality on both ends. We need your input to continually improve our system.

Q: We believe that our data is correct and that DMHAS' system is working incorrectly.

A: EQMI recognizes that sometimes it is DMHAS who must correct errors or bugs. We need your assistance to identify and correct them! The more specific you can be about problems, the better, but any information is helpful to us.

Q: What happens after the data quality visit is finished?

A: The EQMI staff person will update the review document to reflect the topics discussed during this meeting. If warranted, the reviewer may choose to forward a draft for review by meeting participants. A letter and hard copy of this report will be sent to your CEO/Director and other staff present at the meeting. Copies of this mailing are sent to the Commissioner, the Director of Health Care Systems, your DMHAS Regional Manager, and key LMHA staff if appropriate.

Depending upon what needs to be done for your agency, this may be the only letter and report sent. If the review needs to remain open for awhile, a final letter and report will be sent at the conclusion of the review. The EQMI staff person leading the review may choose to schedule monthly teleconferences until the review is closed.

Q: How long do data quality reviews stay open?

A: Typically, we like to open and close them within a month or less. However, if there are issues that need some particular focus, the review may last 2-3 months or longer.

Q: Do I have to wait until our scheduled conference call or meeting to ask questions?

A: Absolutely not. We are here to help!

Q: Once the data quality review is closed, can I still contact the EQMI reviewer with questions or concerns?

A: Of course. When a review is closed, it does not mean that we have ended our collaborative relationship- in fact, we hope that it has just begun.